

haveburynews

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£50 

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Welcome to 2017

A happy new year to you all and welcome to our latest edition of Havebury News.

In a year where the Chancellor's 1% reduction in rents over the next four years has commenced, Havebury has responded to the challenge, ensuring we can continue to deliver the services which we know are important to tenants.

Our hard work behind the scenes has been recognised, with a number of accolades in 2016, including winning 'Business of the Year' at the Bury Free Press Business Awards and 'Best joint-venture development of the year' at the Inside Housing Top 60 Awards, for our collaborative project with West Suffolk College at our Mitchell Avenue development.

To cap off a fantastic year here at Havebury, we had the honour of welcoming Her Royal Highness The Princess Royal to officiate at our most recent development opening in Bury St Edmunds - Perry Barn Close at Priors Avenue.

On behalf of everyone at Havebury, we wish you a healthy and happy new year.

Karen Mayhew
Chief Executive at Havebury Housing Partnership



Find the Havebury house and win £50!



That's right - somewhere in this edition of Havebury News we've hidden a green house. All you need to do is tell us what page it features on.

To enter, you can either [tweet @Havebury](#) or post on [Havebury's Facebook page](#) with a picture of the green house, as well as including the page number.

You can also enter by writing to us, at Havebury Housing Partnership, Western Way, Bury St Edmunds, Suffolk, IP33 3SP, making it for the attention of the Communications Team.

Hurry, though as our competition closes on Friday 24th February 2017. We'll announce the lucky winner in the next edition of Havebury News.

GOOD LUCK!

Merging for the right reasons

Karen Mayhew

Nationally there has been plenty of discussion and changes which has seen some housing associations join forces to create much bigger organisations. Havebury's Board takes pride in its independence and recognises the impact that such change may have on tenants. Our Chief Executive, Karen Mayhew, has been part of a nationwide working group of medium sized housing associations looking at the best way of deciding the right future for any organisation. She was asked by Inside Housing magazine for her views on new structures and mergers. Here's what she had to say:

"It was with some trepidation that our small working group considered the very first draft of 'Form Follows Function' - our working title for a framework document to help organisations determine the right future for them - and that also includes considering a merger. This document makes it clear that selecting the merger option is the end of the story, not the beginning.

No passivity here, but instead organisations are urged to review their mission, talk to the right people - including tenants and employees - and decide what they want to achieve and how they will do it.

Perhaps not surprisingly, tenants are central to this approach. Some of us recall the powerful enfranchisement of tenants who got the right to say yes or no to the creation of whole new entities, which not only changed their homes but in some cases their lives. Stock transfer generally has been a force for good, delivering investment and new homes on a scale which was not possible in some areas. Those who experienced transfer recall the pragmatism and support of tenants in getting through the process and delivering on promises.

So together we understand the need to take a long hard look at our organisations, reshape and in some cases take an entirely new direction. TPAS, co-workers on our project, have demonstrated through their work that tenants entirely get this."

You can read the full article at: <http://www.insidehousing.co.uk/debate/expert-opinion/merging-for-the-right-reasons/7017175.article>



The Benefit Cap Does it affect me?

Since 7th November 2016, the Benefit Cap has been reduced to £384.62 per week for couples and lone parents, and £257.68 for single people. The cap also started being applied from 14th November 2016 to newly affected claimants, which is due to last over a period of 12 weeks. Below is an example to explain the benefit changes in more detail:

Mr and Mrs Smith are out of work and both are currently in receipt of Jobseekers Allowance (JSA). The couple have three children and rent a three-bedroom property at £101.00 per week.

In 2015/16, Mr and Mrs Smith received:

- £114.86 JSA
- £170.00 child tax credit
- £47.80 child benefit
- £101 housing benefit

TOTAL = £433.66 total benefit

Since the new benefit cap has been applied, Mr & Mrs Smith's income has dropped by £49.04 per week, as a result of a reduction in housing benefit.

Exemptions to the cap

If you are considered in work and getting working tax credit then you will be automatically exempt from the cap.

There is also a nine-month grace period if you were in work the previous 12 months, meaning the cap would not apply to you for 39 weeks.

If you are in receipt of certain disability benefits then you will be exempt from the cap. These include Disability living allowance, Personal Independence Payment and Employment and Support Allowance with the support component.

Where can I go for extra help?

If you are struggling to pay the shortfall towards your rent and you are not able to find work or not exempt for any other reason you might be able to get some short term help with a discretionary housing payment. This can be applied for via your housing benefit department or by visiting your local authorities housing benefit website.

Havebury scoops two awards in one day!

Friday 14th October 2016 – the day Havebury collected not one, but two prestigious business awards.

The first award of the day came from the Inside Housing Top 60 Developments Awards ceremony; hosted by stand-up comedian Miles Jupp. Alongside West Suffolk College, Havebury won the 'Joint Venture of the Year' Award for their collaborative development at College Mews in Bury St Edmunds. The innovative project saw more than 200 students work with Havebury on the design and build of three houses and four flats.



Judges commented that the collaboration between Havebury and West Suffolk College was "A refreshing and innovative approach and one that should be promoted. Delivering affordable housing whilst letting in the next

generation to spearhead solving the housing crisis, every college should utilise this approach."

But why only win one award when you can win two?

Only a few hours later we celebrated another win. This time, the coveted Business of the Year Award at the Bury Free Press Business Awards. The ceremony was hosted by comedian and one of the chasers from ITV's gameshow 'The Chase', Paul Sinha.



Matt Moss, Chairman of Suffolk Chamber of Commerce in Bury, presented the award to Havebury, after judges highlighted the outstanding achievements made by Havebury in the past 12 months. The other finalists for the award were Beckett Financial Services and Cooper Lomaz Recruitment.

Looking back at a golden year at Havebury!

February 2016 Havebury ranked 19 in the Sunday Times Best 100 Not-For-Profit Organisations, seeing a formidable rise in the rankings after finishing 73rd in 2013, and 68th place in 2014 respectively.



March 2016 Havebury is 'Highly Commended' in the 2016 Creating the Greenest County Awards, after being shortlisted in the Greenest Business of the Year category.

May 2016 PR Apprentice Jordan Gardiner is awarded the Chartered Institute of Housing Apprentice of the Year award for the Eastern Region.



October 2016 Havebury wins the double, collecting the 'Joint Venture of the Year' Award at the Inside Housing Top 60 Awards, and 'Business of the Year' Award at the Bury Free Press Business Awards.



December 2016 Rees Pryer Architects LLP win the 'Conversion, Adaptation and Extension of a Sensitive Building' category at the Breckland Council Awards for the design of Havebury's new Station Yard development in Thetford. This new development is a conversion of the old train workshop at Thetford Station and comprises six one and two-bedroomed flats for affordable rent. Judges agreed that the design showed flair and originality.



Thank you, Sandy!

In October 2016 Sandy Norris stepped down as Chair of the Operational Board and Vice-Chair of the Strategic Board respectively.

It's not quite farewell, as Sandy will still chair the Tenants' Forum as well as being the Tenants' Forum representative at the Strategic Board.



We thank Sandy for her nine years of hard work and dedicated service to Havebury, including playing a major role in the Strategic and Operational Boards, as well as also Chairing the Tenants' Forum and sitting on the Neighbourhood Investment Panel and Complaints Panel.

'Havebury Legend' hangs his boots up after 14-years service

Havebury employees say goodbye to a long-serving employee.

Mick Moss began his long and established working career as an



Apprentice Carpenter at Baker Buildings in 1970. Following his successful apprenticeship, Mick continued working as a carpenter for D Saxby before making the move to St Edmundsbury Borough Council where he spent 24 years as a carpenter and a Trade Inspector.

Mick transferred to Havebury Housing Partnership in 2002 and was an influential figure in key departments such as the Repairs and Void & Lettings teams respectively.

Mick said: "I can honestly say that I have thoroughly enjoyed my time here at Havebury and have had the pleasure of working with such amazing people."

HRH The Princess Royal opens 33 new Havebury homes in Bury St Edmunds

On Thursday 1st December 2016, Princess Anne made the visit to Bury St Edmunds to officially open 33 new homes built on the former site of the Priors Inn Public house.



The ceremony was attended by key guests from in and around the local area, who all had the opportunity of meeting The Princess Royal before she officially opened the development by unveiling a plaque.

Karen Mayhew, Chief Executive at Havebury Housing Partnership, said: "We were delighted that HRH The Princess Royal agreed to be our special guest of honour to officially open Havebury's latest housing development in Bury St Edmunds.

Perry Barn Close at Priors Avenue comprises 33 stylish, affordable rented and Shared Ownership properties. Its closure was met locally with sadness, but we are thrilled that we have been able to give the site a new lease of life by building much-needed new homes for local people. We are also very pleased that this gave Havebury an opportunity to work closely with the Priors Estate Action Group who continue to strengthen and invest time and energy into their community."



[See the full news feature on the Priors opening along with a selection of photos taken at the event, on our website - www.havebury.com](http://www.havebury.com)

Meet your new Chair of the Operational Board



Lucy, how do you feel about becoming the new Chair of Operational Board?

I was very proud when asked to Chair the Operational Board, following in the footsteps of a very diligent and professional chair in Sandy Norris. It will be a steep learning curve, but hopefully the six years spent as a director and member will hold me in good stead. I'm looking forward to the challenge of ensuring that the Operational Board continue its commitment in making sure Havebury fulfills its obligations to tenants, as well as offering services to those who may find themselves in need of a little extra support.

What are the Operational Board's future aims?

The Operational Board are always looking at innovative ways to give tenants a home and provide a community in which they can be proud and this will continue through my chairmanship at Havebury.

Do you have any personal targets as Chair of Operational Board?

I hope to continue the good work of steering operations within Havebury by staying in touch with our tenants who are paramount in all decisions made, and also forging links with external agencies to better the circumstances of our tenants who may be experiencing hardships and challenges within their lives.

Tenants can get in touch with Lucy by emailing her at lucy.adams@havebury.com

How long have you been at Havebury?

I have been a Director and Company Member now for six years. Within that time I have served on the Operational Board and the Audit and Risk Committee. Now I chair the Operational Board, I also sit on the Strategic Board. This gives me great insight into all aspects of the company and its dealings with tenants, partners and stakeholders.

What do you enjoy most about your role at Havebury?

Havebury strives to help vulnerable members of our community and it is this that I find the most rewarding aspect of my role within the company. Meeting and consulting tenants on major issues is very important to me and is something that will continue throughout my role as Chair.

Do you have a message for our tenants?

Two major messages really - firstly, don't be afraid to get in touch and tell us your experiences. I would like to reassure you that all the feedback we receive is taken into consideration when the 'big' decisions are made as well as the day to day happenings that take place at Havebury. Secondly, make sure to get involved. There are many ways to do this whether it is joining a committee or forum such as the Tenants' Forum.

Your Company Board Members for 2017

Strategic Board

The Strategic Board focuses on the funding, financial viability, managing risk and new homes. This is run largely by expert independent directors alongside two members of the Operational Board - one of which must be a tenant.

Chair Donald McKenzie

Vice-Chair Ian Mashiter

Robert Everitt, Clive Gardner, Michael Sheren, Helen Thomas, Lucy Adams

Operational Board

The Operational Board focuses on the Performance, service delivery, neighbourhoods and tenant engagement. This Board will have at least two tenants as members but this could be more. All members will be recruited for their skills and experience in tenant services and neighbourhoods. The Chairs of both the Performance and Scrutiny Panel and Tenants' Forum will always be there to ensure the customer angle is key.

Chair Lucy Adams

Vice-Chair Clive Gardner

Ian Mashiter, Amy Grant, Carole Herries, Joe Gormley, David Lockwood, Sandy Norris

Audit & Risk Committee

The Audit & Risk Committee focuses on Havebury's plans, policies and procedures regarding audit, the management of risk and related matters. The Committee undertakes detailed consideration of all matters relating to the audit and internal control arrangements of Havebury on behalf of the Strategic Board, and make recommendations to the Strategic Board.

Chair Robert Everitt

Vice-Chair Clive Springett

Allan Oxborrow, Mark Tutton, Helen Thomas



Want to find out how Havebury's past year has been and what have been our biggest successes? Our latest published reports are just a click away!



Our 2015/2016 Annual Report highlights what has been another successful year for Havebury, despite the Chancellor's announcement of a 1% reduction in the rents over the next four years reducing our income year on year.

Key achievements include the successful installation of 425 new kitchens and bathrooms in our properties over the past year, and the installation of Solar PV to over 1,500 of our homes.

The Value For Money statement demonstrates the commitment and achievements made during 2015/16. It also explains how the organisation is looking forward to 2016/17 in response to the Chancellor's announcements. One of Havebury's most notable achievements was making the ongoing saving of nearly £225,000 in 2015/16.

You can read both of the latest Annual Report and Value For Money documents at www.havebury.com/publications

Policies reviewed for tenant safety



Havebury's Operational Board recently reviewed a number of policies that relate to tenant safety, in particular to tenants who may be subject to physical abuse. The Board reviewed the Protection from Abuse polices which are in place to protect tenants from any form of abuse. The Board discussed how tenants should deal with concerns of abuse, especially if they felt uneasy on how to report the problem.

In such cases we would recommend that these concerns are shared with local Safeguarding Boards. These Boards are made up of professional statutory agencies such as the social services or police representatives who would assess your concerns and offer advice as to taking the right steps.

To find your local Safeguarding Board, simply type 'Safeguarding Board' into an internet search engine along with the area you live in, which will then find you the appropriate information you need.

The Operational Board also reviewed its policies in relation to trees. Managing trees and the expectation of tenants is dealt with by the Neighbourhood Ranger Team. Problems with trees can vary, including: the size of the tree, the position of the tree and tree roots damaging footpaths, creating a potential dangerous hazard.

The Board approved a policy outlining Havebury's approach. The issue of trees in tenant's gardens has been raised by the Board and Tenants' Forum, particularly relating to problems with established trees and tenants' responsibility for their maintenance. Further work to develop a consistent approach to this is currently being considered.

You can read both of the updated Protection from Abuse and Tree polices, amongst other updated policies, at <http://www.havebury.com/about-us/policies/>

Latest from Tayfen House



Former Military soldier salutes 'life-saving' Tayfen House

An ex-military man who served in the British Air Force for 23 years, has expressed his appreciation for the tireless work of the Tayfen House team, ultimately changing his life.



Graham made the move to Tayfen, which provides accommodation for single homeless people.

Graham said: "When I first came to Tayfen, the support I received effectively brought me back to humanity and normality."

"Staff at Tayfen take care of you and they take an interest in your life and help you regain your independence. During my time here they have acted as my safety net and if it wasn't for them, I would still be on the streets."

Graham is currently going through the stages of securing permanent accommodation, when he will bid farewell to the staff at Tayfen, as well as, the many friends he has made.

Former Tayfen resident hits the ground running with new job

Kevin is a former resident at Tayfen House in Bury St Edmunds who, with the support of Tayfen, has managed to change his life to secure a more positive and healthy future.

During his year at Tayfen House, Kevin's enthusiasm for community involvement was key to his journey. He attended weekly support meetings with the Tayfen team and external partners and also took a keen interest in Tayfen House and its' residents.

In April 2015, he took part in one of Tayfen's many programmes on offer - an eight-week programme offered by Social Enterprise UK. He was given the opportunity to work with Ground Control, Havebury Housing Partnership's ground maintenance contractors.

Ground Control had been so impressed with Kevin's work ethic and commitment during his programme, that they offered a paid provisional job contract as a Ground Supervisor with a 12 week paid probationary period. Following the success of this, Kevin moved to a full time, permanent contract.

Now in full time employment and with guidance and support from Tayfen House, Kevin successfully registered on Home Link in search of a new home to begin his independent living, and moved into his own home in February 2016.



Kevin Lawrence (far right) leading a Social Enterprise programme for Tayfen residents

Inspirational wheelchair-user cleans street paths and signs to benefit community

A wheelchair-user, who suffers from a rare bone disease, is keeping active by cleaning 'unsightly' street signs and tidying pathways.

Michael Read, 52, a double amputee, faced long-term homelessness in the past, but has enjoyed living in his own home for the last four years.

Since moving into a permanent home in Stanton, Michael has never looked back, claiming that the move has been life-changing. He added: "I can't be any more thankful than I am to Havebury. Being able to sleep under a roof and staying in the warm prevents my illness from deteriorating even further."

Keeping active is also very important for Michael. Spotting an unreadable pedestrian crossing sign close to a school, Michael notified the school and decided to clean the sign himself.



Teaming up with his carer and close friend, Michael started a new voluntary campaign 'Now You See It'. Michael has since cleaned over 250 signs across West Suffolk, including major towns such as Bury St Edmunds, Diss, Mildenhall and Needham Market. His biggest task to date has been the clean up of one of Stanton's busiest pathways. Over a mile and a half long, it took three full working days to complete. Michael's work has not gone unnoticed, recently being endorsed by Suffolk Highways.

Michael said: "The doctors have told me to expect losing both of my arms by the year 2021. But instead of feeling sorry for myself, the thing that keeps me most motivated is the 'Now You See It' Campaign. I have only just scratched the surface; there are lots of street signs out there that are in desperate need of attention."

When asked about the future of his campaign, Michael said: "I want it to grow and grow. My next aim is to venture into Norfolk to carry out the same duties too."





Havebury News Survey

The Results

Total responses – 417

Thank you to the 417 of you who completed the Havebury News survey, which was included in the last edition of Havebury News. Here is what you told us:

We have recently reduced the Havebury News publications to twice a year. Do you think that this is enough?

88% (362) of you said YES

12% (50) of you said NO

Do you find the articles in Havebury News informative?

94% (384) of you said YES

6% (26) of you said NO

What would you like to see more of in Havebury News?

182 of you would like to see more local or national housing news

119 of you would like to see more stories about people

228 of you would like to see more about the community

"I'm very happy the way it is, for me there is nothing to improve because it's perfect"

"When you show new housing, can you show area maps as to where these new places are"

"More village news other than Bury and Haverhill"

Would you be interested in us doing more of the following?

23 of you would like to see more videos

8 of you would like to see podcasts

227 of you would like to see more community events

"Havebury look after me and I am 100% happy"

"No because for me Havebury is doing everything correct for the community, that's my honest opinion"

"More meetings with tenants to discuss any issues"

Do you visit the Havebury website?

85% of you said that you do not visit www.havebury.com

Of the 15% of you that said you visit Havebury's website:

58% check the latest news

13% check the latest rent statements

8% apply for garages

32% make a repair request

35% look to find out more information about a particular topic

How could we improve the website for you?

"To make simple repair requests easier to report"

"I think it is okay the way it is"

"Maybe introduce more local topics"

Do you follow us on social media?

Of those of you that told us you follow on social media:

59% of you follow us on Facebook

25% of you follow us on Streetlife

11% of you follow us on Twitter

9% of you follow us on LinkedIn

4% of you follow us on Instagram

4% of you also follow us on YouTube

Following your feedback, we'll look to include more information about communities in future editions of Havebury News, as well as organising more community based events.

MAKE SURE TO STAY TUNED!

Are you looking for an opportunity to make a difference?

HAVEBURY
HOUSING PARTNERSHIP

We're looking for tenants to join Havebury's Performance and Scrutiny Panel.

What is the Performance and Scrutiny Panel all about?

The Panel helps make sure that Havebury is doing things effectively and efficiently for its tenants. The purpose is not to get caught up in negativity, but to look at the positives to make continuous improvements to our services.

What is involved with becoming a member?

The Panel meets six times a year, usually late afternoon for 2-3 hours to check and discuss how we're doing, or ask to look into a particular service if there are concerns. There may be separate activities in between these meetings.

What do I get in return?

- The opportunity to make a difference.
- Access to our performance information.
- Vouchers are awarded as a 'thank you' for attendance and input at the meetings, which is paid at the end of the year.

Who can apply?

We are looking for individuals who are currently tenants of Havebury and want to make a difference to join this panel and help us to continue to improve.

For more information and an application pack visit www.havebury.com or call Paul for an informal chat on 01284 722175



Dates of Performance & Scrutiny meetings:

20 February 2017	19 June 2017	16 October 2017
25 April 2017	21 August 2017	4 December 2017

Why you shouldn't flush wet wipes down the toilet!

Statistics in England show that we all love using a wet wipe or two. However, figures also show that a large percentage of wet wipe users are also causing sewage blockages after flushing them down the toilet.

Wet wipes amongst other products are not dissolvable like toilet paper, and instead contain materials which do not disintegrate in the same way that a paper-based tissue does.



Putting wet wipes down the toilet can cause blockages that lead to massive build ups of fat, known as "fatbergs". In 2013 a lump of congealed fat the size of a bus was found in sewers beneath London.

It is reported that in the UK alone, water companies spend approximately £88 million of customers' money clearing an estimated 360,000 blockages annually in the sewage network. Half of these blockages are avoidable and are caused by the incorrect disposal of wet wipes and other hygiene products via toilets.

So bin those wet wipes!

Reduce winter time energy costs

Winter time can be costly, so what better time to try and save some pennies on your household bills!

Kitchen - Use lids on saucepans and use just enough water to cover vegetables. To save more money fill your kettle with only the water you need. This could save up to £10 a year!

Heating - Turn down your thermostat by just 1°C and you will start saving up to £60 a year. Draw the curtains to help stop heat escaping through the windows.

Washing - Washing at 30°C uses about 40% less electricity than at a higher temperature. Not washing a full load? Use a half load or economy programme instead.





Lost & Found

What a year it has been! When you think about Havebury, you probably don't think of us as animal rescuers. But here we recap two 'Lost & Found' stories from the past year:

January 2016

'Don't budge-ie me out of the way!'



Havebury technicians were part of an unintentional rescue mission when recovering a property was halted by the discovery of an abandoned budgie.

The bird, suffering from sub-zero temperatures after being deserted in a back garden, was spotted by technicians at the property who immediately rescued it.

The budgie was then collected by the Hillside Animal Sanctuary, finishing the budgie's chaotic and eventful day with a happy ending!

July 2016

A 'shell' shocked tortoise

A Havebury Neighbourhood Ranger put his police training to good use after rescuing a wandering tortoise.

The tortoise was spotted by Neighbourhood Ranger Kevin Jay on the Howard estate in Bury St Edmunds.

Whilst the tortoise was being looked after by a kind resident, two people came forward claiming to be the owner. Two Havebury employees investigated, finding out that it was a Horsefield Tortoise, a male, roughly 4-5 years old and had not been micro-chipped.

Gabriele, a Havebury tenant of Northumberland Avenue, was able to help, sending in identical photos and documentation.

After being rightfully claimed, 'Dragon' the tortoise was returned to the happy owner. As it stands, Dragon has yet to speed off down the road again!

Did you know - In the hunt for the tortoise's owner, our Facebook post was shared 57 times and reached nearly 5,000 Facebook users!



Happy 100th birthday Jenny!

In November 2016, some of the Havebury team made a surprise visit to Northgate Lodge in Bury St Edmunds, to wish resident Jenny Williams a very special happy 100th birthday.

Jenny, who was raised in Shoreditch and lived most of her life there, played an important role during World War Two, working in a local material factory.

Jenny has two daughters, two grandchildren and four great-grandchildren, most of whom were all present at Northgate Lodge to join in the birthday celebrations. A fifth great grandchild is also on the way in China!

Jenny enjoyed the celebrations with her closest family and friends by having tea and cake, as well reading the telegram birthday wishes received from the Queen.



Eat. Sleep. Play music. Repeat

Meet tenant Anthony Loveday, who shares his passion for music in a Havebury News exclusive...



From the age of nine, Anthony spent his spare time at The Parish Church of St Mary the Virgin in Great Shelford, singing in a choir alongside other children aged between 7-18 years old.

"From an early age, music was always my life. It made you feel better, and the church was a place where I always wanted to be", Anthony told us recently.

He said: "When I was 10, I took part in the famous 'Nine Lessons and Carols' at Kings College...it was a dream come true!" Conducted by the late Sir David Valentine Willcocks

and broadcast on national television, this is one of Anthony's favourite achievements to date.

Over the years, Anthony's love for music grew and he played in two local bands called Purple Falls and The Spree for more than 30 years. Anthony is also an accomplished musician and plays the organ, piano, keyboard and guitar.

After living in Haverhill for 10 years, Anthony moved to Chestnut Court, Bury St Edmunds in September 2016, along with his favourite Yamaha Clavinova Digital Piano that he continues to play every day.

"I have made plenty of friends already since moving to Chestnut Court. We also have a piano in the communal area, so I try to play as much as I can to my fellow neighbours. I play bingo with my friends here and have also cooked a couple of roast dinners too!"

[You can watch Anthony playing an Adele classic with his piano on YouTube! Visit http://bit.ly/2f7UJ8x](http://bit.ly/2f7UJ8x)



What is the CWG?

The 'CWG' is short for Havebury's very own Charity Working Group. This is a small group of Havebury employees that was formed in 2016, with the intention of organising, planning and co-ordinating charity events throughout the year. Here is what the Charity Working Group has achieved in the space of just a few months:

CWG holds Christmas Charity Week for local and national Charities

Staff at Havebury donated items to local charities Gatehouse and REACH Community Projects, as well as raising an impressive £516 for Crisis - a national charity for homeless people, in a week dedicated to the theme of 'Giving at Christmas.'

In a week-long challenge, Havebury set its' employees the task of collecting as much food and household items as possible to donate to two local charities - REACH Community Projects in Haverhill and Gatehouse in Bury St Edmunds. Almost 70kg of Christmas goodies was collected ready for Christmas meals and parcels across Suffolk.

The spirit continued throughout the week, with a number of Christmas themed events including a bake sale, Christmas jumper competition, 'Dress Your Desk' competition and a mega raffle that included 27 prizes. Items in the raffle were generously donated by local companies including; Glasswells, Abbeygate Cinema, Green Duck and Abbey Security.

The week concluded with none other than Father Christmas calling into Havebury to deliver gifts and provide an opportunity to buy reindeer food for charity.

Karen Mayhew, Chief Executive at Havebury Housing Partnership, said: "The Havebury team are understandably extremely busy throughout the year, so it's great that the staff could get behind our Christmas fundraising for local and national charities."

A big thank you to local companies that generously donated items for our successful Christmas raffle."



Left to right CWG members: Charlotte Harrison, Francesca Crissell, Charlotte Springett and Jordan Gardiner

Coffee Morning Success

In what was the CWG's first planned charity event, employees at Havebury were workers during the day but bakers at night, as the office held its very own bake sale in September 2016. The bake sale was in aid of Macmillan Cancer Support and altogether raised over £170.



Time to get creative... with a chance of winning £25 in Love2Shop vouchers!

After hearing your views in our recent survey, we want to find out your ideal community event.

Would it be in the summer or the winter? Would you prefer drop in sessions or a community sports event?

Send us your ideal community event ideas by posting them to Havebury Housing Partnership, Western Way, Bury St Edmunds, Suffolk, IP33 3SP, making it for the attention of the Communications Team. Alternatively, you can also email your ideas to communications@havebury.com

One lucky person will be picked and will win £25 in Love2Shop vouchers...

GOOD LUCK!

And the lucky winners are...

The team at Havebury News would like to thank everyone who took part in our most recent competitions advertised in the summer edition of Havebury News.

The 'Find the Havebury house and win £100!' competition was a hit, with lots of entries. The correct answer was at the bottom of page 11, under the Payment Methods section - Well done to all those who answered correctly.

Congratulations to **James Wood**, from Bury St Edmunds, who was drawn as the lucky winner, scooping £100 in Love2Shop vouchers – well done, James!

'Find the Havebury green house' terms and conditions

- 1) This competition is for tenants, leaseholders (including Shared Ownership) and garage tenants. It is not open to employees of Havebury Housing Partnership.
- 2) Only one entry per household will be accepted for each prize draw. There will only be one prize per household.
- 3) To enter the prize draw, you can enter via Facebook, Twitter or by post. If entering via Facebook, post a photo of the green house, along with the page number, on Havebury's wall. If entering via Twitter, tweet a photo of the green house to our twitter handle - @havebury. If entering via post, you need to tell us where you found the green house, along with your name, address and full contact details.
- 4) Entries will not be accepted from households with a record of anti-social behaviour, rent arrears or other recent tenancy breaches such as untidy gardens.
- 5) Qualifications for entry to the competition will be at the discretion of Havebury Housing Partnership, whose decision will be final. No correspondence will be entered into.
- 6) This competition closes on Friday 24th February 2017. The winner will be contacted by Monday 27th February 2017.

We also ran a Havebury News survey in the summer edition, asking for your feedback on Havebury News, the website and our social media pages. A big thank you to all 417 of you who took the time to complete these forms. Your feedback will now help us with future communication and events we share with you in the future.

Congratulations to **Daphne Simpson**, from Bury St Edmunds, who was the lucky winner of the competition and takes home £50 in Love2Shop vouchers.

Congratulations to **Stephen Waddams**, from Bury St Edmunds, who is Havebury's **STAR Survey** prize draw winner, also receiving £50 in Love2Shop vouchers.

Make it a year to remember



Havebury is aware that people often find it difficult to meet all of their obligations throughout the year, including their rent.

If you pay by Direct Debit, it's possible for Havebury to calculate your payments so that you can make additional payments in order to accrue sufficient credit to cover the period in which you wish to request a payment holiday. This request can only be actioned if there is sufficient credit on your account to cover the payment holiday. Please contact the Income Team for further details.

You can avoid getting behind with your rent by following these suggestions:

1. Try to budget for rent when calculating how much to spend on food, drink and holidays.
2. Join a savings scheme such as the Credit Union so that you can put money away safely for your holidays and other important household purchases.
3. If you do find that you're unable to pay your rent, please contact a member of the Income Team who will make a payment arrangement to swiftly bring your account into order, without the need for legal action. Call us on **0300 3300 900**.
4. If you have other debts with other organisations as well as rent debt, seek advice from the Citizens Advice Bureau, Christians Against Poverty or call the Money Advice Line for budgeting advice **0300 500 5000**.

- Ensure that you budget carefully

- If you do run into difficulties, contact Havebury as soon as you can and we will help to ensure that a small debt does not become a large holiday hangover



If in doubt over paying your rent, tell Havebury

If you find yourself in debt, it is important that you contact Havebury's Income Team as soon as possible so that we can talk it through and signpost you to organisations that can help you. Havebury also have a Welfare and Benefit Advisor who can assist with checking your eligibility for benefit, helping maximise your overall income.

If you do not meet your rent payments, we may make an application to court for possession of your home. Any costs involved in this process will be passed on to you in addition to the mounting rent debt. Currently applications to court for possessions are £325. If an order is awarded and you breach that order, Havebury is then required to make an application to the court to request permission to be granted a warrant. This process will cost you £100 and then an additional £123 for the warrant fee.

If you have any queries or concerns with paying your rent and in debt problems, contact a member of Havebury's Income team on **0300 3300 900**

Development update

MP for Bury St Edmunds officially opens 25 new homes at Chevington Close

At the end of October, Jo Churchill, MP for Bury St Edmunds, officially opened one of Havebury's latest developments at Chevington Close in Bury St Edmunds.



Havebury's new £3.7million scheme, provides 11 one and two-bedroom homes for affordable rent, in addition to six one-bedroom Home Ownership properties for long-term disabled residents and eight one-bedroom homes for people that require assisted living support.

In addition to Jo Churchill, the Mayor of St Edmundsbury and Councillor Julia Wakelam also attended and spoke about the importance of meeting local housing need. Guests at the opening had the opportunity to meet new residents at the development and view some new homes. Celebrations continued with refreshments at the West End Home Guard Club on Abbot Road, Bury St Edmunds.

On site...

Jokers Nightclub, Stowmarket

The former Jokers Nightclub, has been demolished and paves way for what will be 21 one-bedroom flats and four two-bedroom flats, all for affordable rent. The new development will also see a new underground car park built, with allocated car spaces.

White Hart Hotel, Mildenhall

The former hotel in Mildenhall is set to be replaced by four two-bedroom houses, two two-bedroom flats and eight one-bedroom flats. All of these properties will be available for affordable rent.

Coming soon...

Erskine Lodge, Great Whelnetham

The former Erskine Lodge sheltered accommodation site, will see 10 one-bedroom maisonette flats, six one-bedroom flats, four two-bedroom flats and a four-bedroom house all for affordable rent. The project will also include one two-bedroom and three-bedroom semi-detached houses - both available for Shared Ownership.

Bury Road, Thetford

This new development on Bury Road, Thetford, will be known as Century Court. It will see 18 one-bedroom flats, four two-bedroom flats, 10 two-bedroom houses (including two bungalows) and six four-bedroom houses.

William Blake Court, Haverhill

Havebury's former sheltered accommodation site, William Blake Court, will soon make way for nine one-bedroom homes and six two-bedroom homes, all for affordable rent.

Completed

Wiggs Farm, Warboys

Venturing for the first time into Huntingdonshire, Havebury's new 'Wiggs Farm' development site in Warboys sees the completion of 19 new homes. The development comprises four one-bedroom homes, four two-bedroom homes, four two-bedroom bungalows, three three-bedroom homes and one four-bedroom house all for affordable rent. The development will also see a one two-bedroom house and two three-bedroom homes, all of which will be available for Shared Ownership.

London Road, Wymondham

As well as developing new homes in Huntingdonshire, we have also branched out further into Norfolk, with new homes being built in Wymondham. The development on London Road has one two-bedroom house for Shared Ownership, one two-bedroom house for affordable rent and four one-bedroom flats all for affordable rent.

Queen Street, Haverhill

Close to the High Street and in a prominent location, Havebury's latest development in Haverhill comprises six one-bedroom flats and two two-bedroom homes built in the heart of Haverhill.



Making community projects possible

Since the summer edition of Havebury News, our Community Investment Grant has been awarded to three projects:

- £10,000 to Lackford's Parish Council to provide a community meeting room, an all-access toilet and a kitchenette in the local village church.
- £2,000 to Haverhill Rovers FC to provide kit and equipment for their U16's team who are currently playing in the Eastern Junior Alliance League.
- £10,000 to the Haverhill Community Sports Association to install a 3G artificial grass pitch to provide high quality training and competition facilities for local sports clubs

Total amount in the past year allocated to projects was

£29,734



Wickhambrook Memorial Social Centre grateful for Havebury's grant to help build 'dream kitchen'

Havebury's contribution of £5,000 through the Community Investment Grant has enabled Wickhambrook Village Hall to design their dream kitchen.

The kitchen makeover project, which cost £45,000, has given the local community a modern and professional kitchen that can cater for larger scale events like weddings, which will increase village hall bookings and the attractiveness of the venue.

Cllr Mary Evans, local County Councillor, had the honour of cutting the ribbon.

Sandy Wood, leader of the community project, said:

"A big thank you, in part, to the kind support and generous grant from Havebury Housing Partnership to help complete our new kitchen.

This work would simply not have been possible without Havebury's grant, and the Trustees hope that Havebury is as impressed as they are with the results achieved. The trustees hope that the kitchen will be thoroughly utilised and enjoyed by the hall's regular hirers, improving the prospect of bigger events such as weddings and parties.

I would strongly recommend others who are planning community projects to contact Havebury to discuss grants."



A Snapshot of the Past Year



As an organisation, Havebury is committed to upholding and promoting the values of Equality and Diversity. Here is a glance at just some of the things that we have actioned over the past year to ensure that Equality and Diversity is always at the forefront of our work, both as an employer and in the service we provide to our customers.

Increasing Staff Knowledge, Awareness and Understanding

This year Havebury organised Equality and Diversity Training for all members of staff, at all levels of the business. Training was tailored to suit employees' roles within the organisation, with sessions titled 'Valuing Diversity', 'Managing Diversity' and 'Leadership and Diversity', ensuring that all staff have appropriate training.

A member of staff also attended the Stonewall LGBT Role Models Programme. This programme gives individuals the opportunity to explore what it means to be a role model and the space to identify how they will create an inclusive environment for everyone.

We hold regular 'Bitesize Learning' sessions which are an opportunity for staff to attend an informative session during their lunch break. The Equality and Diversity Team have organised many Bitesize Learning sessions in the past year covering a range of topics, such as Visual Impairment, Introduction to Islamic Beliefs, Autism Awareness, Polish Culture, Dyslexia Awareness, Dementia Friends and Gypsy and Traveller Culture. These sessions are often led by members of staff from external organisations and charities who present information about their particular fields or, in some cases, Havebury staff members.

Memberships

Havebury have recently renewed memberships with both, Stonewall and Inclusive Employers for 2016/17. Stonewall is an organisation working at the forefront of unprecedented social and legal advancement for lesbian, gay and bisexual people living in Britain. Their remit now also extends to campaigning for trans equality. Their Diversity Champions programme is Britain's leading best-practice employer's forum for sexual orientation and gender identity equality, diversity and Inclusion. Stonewall work with over 700 organisations, helping them to create inclusive and accepting environments. This year, once again, Havebury have entered a submission into the Stonewall Workplace Equality Index, the results of which will be announced by Stonewall in January 2017.

Inclusive Employers are the UK's first and leading membership organisation for employers looking to build inclusive workplaces. Our membership gives us access to consultancy, training and thought leadership. At our October 2016 Equality and Diversity Forum meeting, Inclusive employers delivered an 'Introduction to Inclusion' training session, providing a knowledge refresher for our Forum members, who meet on a quarterly basis to discuss and review all aspects of Equality and Diversity within the business.

Promotions & Events

In the past year, Havebury have been involved in promoting and participating in numerous campaigns and promotions.



These include being actively involved in promoting Stonewall's #NoBystanders campaign, with over 70 members of staff signing the pledge to never being a bystander to hateful language and abuse. We have also participated in National Inclusion Week 2016, an Inclusive Employers event, raising the profile of, and encouraging, workplace inclusion. In addition to promoting Dementia Awareness Week 2016, Havebury raised a total of £151.00 for Alzheimers Society by holding a charity raffle.

We look forward to many more opportunities over the next year to continue our enthusiastic approach to promotion and involvement in Equality and Diversity matters.

ALL CALLS including in an emergency 0300 3300 900

Out of hours

Please contact us if you have an emergency, anytime day or night.
We have a team on hand to offer advice and support and, where appropriate, send someone out to help.
You may be charged if your call is not deemed to be an emergency.

HAVEBURY
HOUSING PARTNERSHIP

For all the latest news and information...

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Like us on: [Facebook/HaveburyHousing](https://www.facebook.com/HaveburyHousing)

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**Our offices are open from 8:30am to 5pm (Monday to Thursday)
and 9am to 4pm (Friday).**

For up-to-date opening times, look out for posters or visit our website.

Need a copy of Havebury News in large print, on audio or a translation?

Please call the main switchboard on 0300 3300 900

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Aby otrzymać tę informację na egzemplarzu o większym rozmiarze, na nośniku audio lub tłumaczenia, zadzwoń:
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